



MARYLAND HEALTH CARE COMMISSION

4160 PATTERSON AVENUE – BALTIMORE, MARYLAND 21215
TELEPHONE: 410-764-3460 FAX: 410-358-1236

**Questions and Responses
for
Solicitation No. MHCC 16-002
HEDIS® AUDIT AND PERFORMANCE EVALUATION OF
COMMERCIAL HEALTH BENEFIT PLANS**

Question 1. General

Is the Maryland RELICC Assessment available for review? We request access to this tool.

RESPONSE: Portions of RELICC contain proprietary information that MHCC is not at liberty to share with prospective bidders; however, all Maryland-specific quality measurement instruments, including the RELICC™, BHA and QP tools, shall be made available to the Contractor upon winning the bid for this contract. Prospective bidders are advised that general information on RELICC™, as well as detailed information on the data elements being collected from each Maryland-specific quality measurement instrument, including the RELICC™-MLDF, BHA and QP tools, are included in the QPRR document. The BHA and QP are simple Excel spreadsheet templates. The RELICC™-MLDF is a fixed-width ASCII text file. Here is a link to the 2015 QPRR document:

https://mhcc.maryland.gov/mhcc/pages/CQM_HBQ_2015_QPRR_final_revised_DOC_20150506.pdf

Question 2. General

Is the BHA clinical performance evaluation available for review? We request access to this tool.

RESPONSE: See response to Question 1.

Question 3. General

Are the QP quality measurement instruments available for review? We request access to these instruments.

RESPONSE: See response to Question 1.

Question 4. Page 31, #3

The RFP states that the "Contractor shall select an appropriate core set of quality measures for review as defined in NCQA's HEDIS Compliance Audit: Standards, Policies and Procedures, Volume 5". Would MHCC confirm that a core set selection will not be required for health benefit plans that use a vendor for NCQA Certified Measures?

RESPONSE: For health benefit plans that use an NCQA Certified Software Vendor, there is no requirement to review the NCQA Core Set of 20 HEDIS® quality measures. The Contractor is however required to review programming language necessary for properly reporting the CAT and BCR measures which are outside of software certification process. The Contractor would also be required to review programming language used to calculate any State-specific quality measures such as those from the RELICC™-MLDF or BHA.

Question 5. Page 30, 3.2.1.07

The RFP states "the Contractor shall submit HEDIS performance results to NCQA for accreditation or other reporting purposes". Would MHCC clarify its intent, as typically an audit firm cannot submit performance measure results?

RESPONSE: It is MHCC's intent that the Contractor shall be engaged to conduct audits for MHCC reporting purposes using IDSS submissions of only the Maryland population of members within each of the health benefit plans. Outside the scope of this contract, any or all of the health benefit plans may engage the Contractor in separate contract(s) to conduct audits for accreditation purposes using IDSS submissions of the book-of-business population of members within the health benefit plan, which includes the Maryland-only population.

Question 6. Pages 31-32

Please confirm that the RELICC™ performance evaluation, health insurance carrier-specific BHA performance evaluation and compliance audit, and the health insurance carrier-specific QP performance evaluation and compliance audit can all be conducted concurrently leveraging the same timeline and on-site visit as the HEDIS compliance audit.

RESPONSE: Yes, all compliance audits can be conducted concurrently.

Question 7. Page 38, 3.3.2

To clarify, the successful bidder will need to perform a Maryland and or FBI criminal background check on all employees new to our firm prior to assignment to the MHCC contract.

RESPONSE: No, that section will be amended to "Not Applicable to this RFP".

Thank you.